



# Verizon Business Network IVR and Speech Services for Caltrans Highway Information Network (CHIN)





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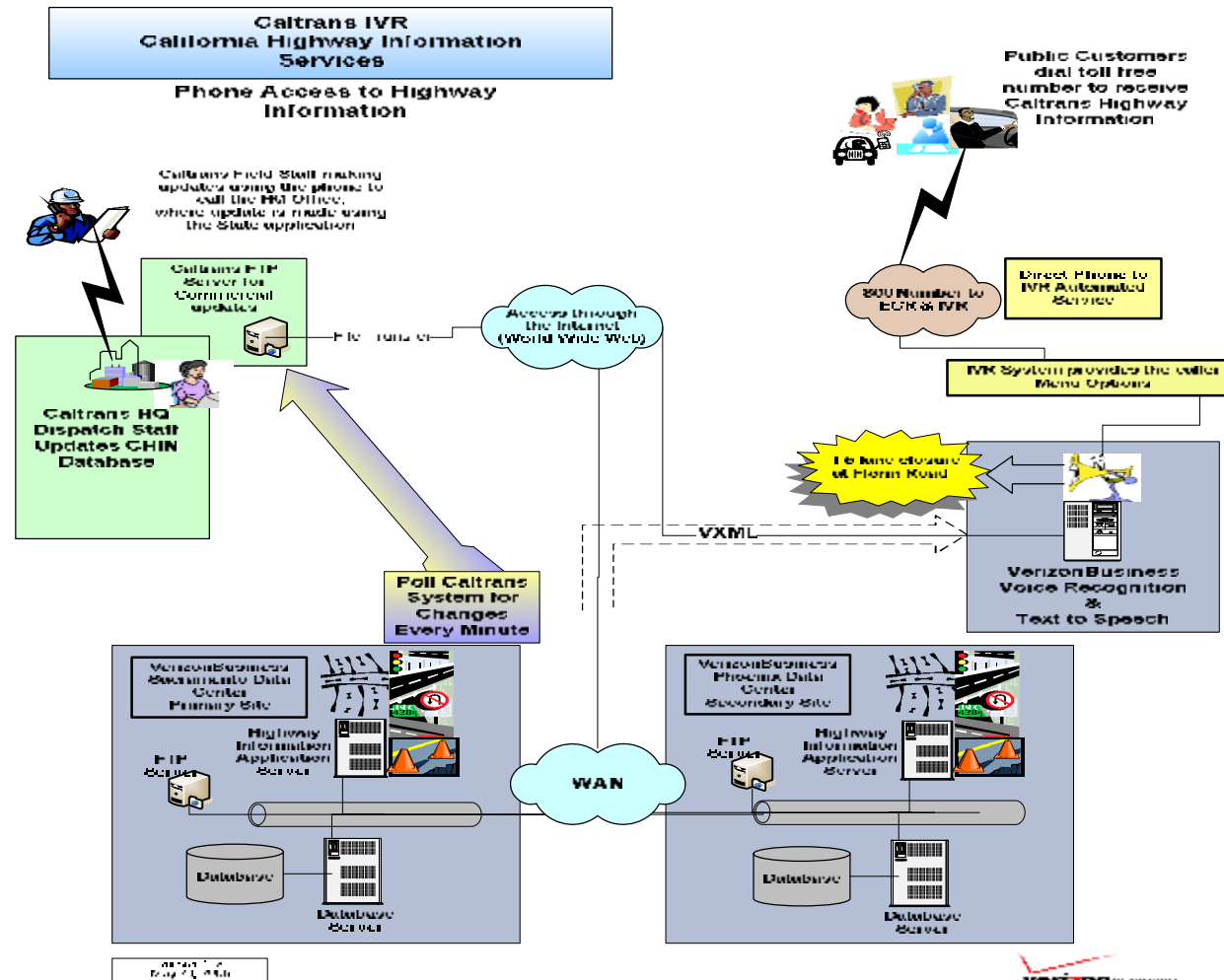
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# CHIN: The Next Generation



- Mission: To improve mobility across California by assuring that the calling public has fast, simple, accurate, reliable, and up-to-date highway information specific to their travel.
- Accomplished: By using current technology and automated processes including:
  - VXML
  - Text-to-Speech
  - Speech Recognition
  - Network-Based Services

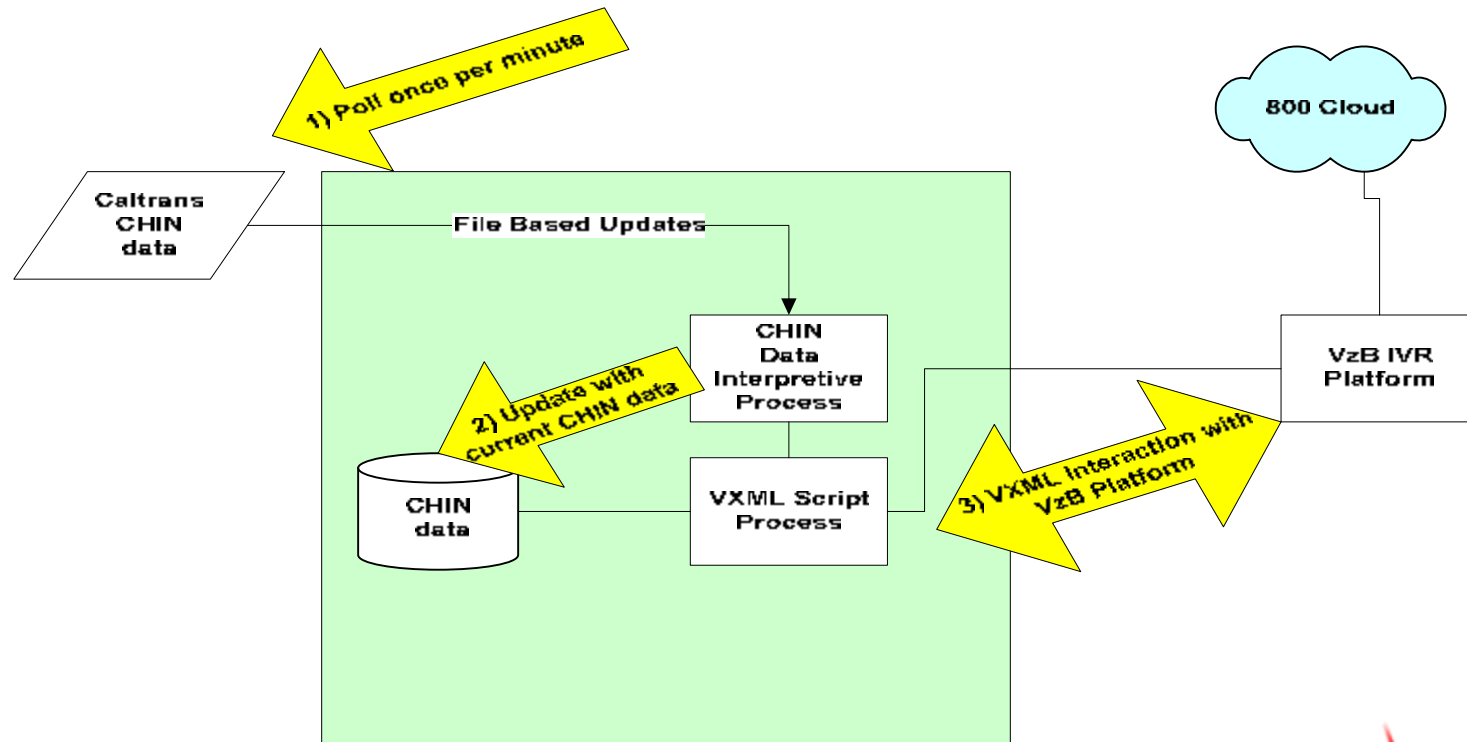
# The CHIN Solution



# The CHIN Data Process



Verizon Business  
VXML IVR Services  
For Caltrans CHIN System



# The Caltrans Benefit



## **Automated Functionality with estimated 30% Cost Savings.**

- The data processing for text to speech conversion :
  - assures that up-to-the minute information is accessible to the public.
  - enables Caltrans to dynamically customize safety and general information messages to the public.
  - saves Caltrans the internal costs and resources that would have been necessary to automate processes that were previously manual.
- The Network-based solution:
  - provides a platform for callers to get through, regardless of the call volume at the time.
  - contains costs through a usage-based cost plan, eliminating the need to pay monthly for unused ports.
  - eliminates up-front equipment costs and protects functional obsolescence.

# For Further Information...



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